

kynect ADVISORY BOARD

NAVIGATOR/AGENT SUBCOMMITTEE

Meeting Minutes

October 20, 2014

Call to Order and Roll Call

The sixteen meeting of the Navigator/Agent Subcommittee was held on Monday, October 20, 2014, at 11:00 a.m. in the Small Conference Room at the Office of the Kentucky Health Benefit Exchange. Carrie Banahan, Executive Director of the Kentucky Office of the Health Benefit and Health Insurance Exchange, called the meeting to order at 11:07 a.m., and the Secretary called the roll.

Subcommittee Members Present: Given Marcus Woodward (by phone), Chair; Andrea Bennett (by phone), Carl Felix (by phone), Barbara Gordon (by phone), Rob Jones, Jack Tillman (by phone), Kennan Wethington (by phone) and Malea Hoepf Young (phone). David H. Allgood, George L. “Chip” Atkins, III Jan Day, Frances Feltner, Josie L. Hollon, Regan Hunt, John Kiebler, Jim Lawless, Don Mucci, Lindsay Nelson, Dr. Payne, Stacy Pruden, Tihisha Rawlins, Gregory J. Schell, and Kelly Humphrey Schlachter were not present at the meeting.

Staff Present: Carrie Banahan, Reina Daiz-Dempsey, Allison Lile, and Melea Rivera.

Approval of Minutes

A quorum was not present; therefore the approval of minutes from the September 29, 2014 meeting was deferred. .

Kentucky Health Benefit Exchange Update

Carrie Banahan, Executive Director, Office of the Kentucky Health Benefit Exchange (KHBE) updated members on the Exchange activities. Ms. Banahan informed members that kynect has received two more awards. .

Staff is actively working on the renewal process for approximately 80,000 plans. Notices with renewal premium and new aptc amounts will be provided to all enrollments in early November. Caresource, which operated on the Ohio Exchange, as well as Wellcare, will be two new plan options. SHOP plans have already been certified and are available for shopping. Individual plans will be certified in November. In the near future, individuals may see estimated aptc amounts in the prescreening too.

Open Enrollment Procedure

Members were provided with materials that presented the 2015 open enrollment schedule and information regarding the types of notices that individuals might receive regarding the renewal process. For individuals who are able to passively renew, the notice will provide adjusted 2015

estimate APTC amounts. In cases where the individual's income or other information could not be verified, the individual would need to submit verification.

Recertification Process

Deloitte staff provided a presentation of revised training materials, quick reference guides, job aids, and a shortened manual for agents and kynectors. The recertification training is only one hour. In-person training is being scheduled for the last two weeks in October. Sessions will be available for new and existing users. Committee members asked if the trainings could be presented in eastern and western Kentucky, in addition to Richmond and Lexington. Members also suggested methods for making agents aware of the trainings. In the future, staff will also provide webinars to be accessed through Eastern Kentucky University's TRIS system throughout open enrollment.

Requested Enhancements

Lavina Johnson, Health Insurance Operations Manager, provided a demonstration of the quoting tool, which is a temporary tool that agents can use to access SHOP rates and provide quotes for small business populations until a full SHOP pre-screening tool is developed. Members asked that this tool be made available to kynectors and employers, in addition to agents. The issue will be discussed further at the next subcommittee meeting.

Deloitte staff presented an overview of changes to the Self-Service Portal that will be available in October. This includes the ability to download the "How to kynet" brochure in English. KHBE hopes to provide access to the brochure in 13 additional languages in the future. Individuals may now withdraw applications after submission on the Self-Service Portal.

Consumer Service Issues

KHBE will house six case workers to assist with issues and verifications on Qualified Health Plan cases. And, the Contact Center staff is growing to meet the needs for open enrollment.

Other business

The kynet retail store will be opened soon at the Fayette Mall. It will be staffed by KHBE employees, greeters, kynectors, agents, and state agency staff. New kynet ads will recommend that individuals contact their agent or kynector for assistance. The mobile application should be released soon with the ability for consumers to find agents, kynectors, and local events.

Adjournment

The meeting was adjourned at 3:10 p.m.